



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

QUALITY ASSURANCE PROGRAM MANAGER

Class No. 004113

■ CLASSIFICATION PURPOSE

Under general direction, to develop and plan countywide mental health services and quality improvement efforts through medical records monitoring, peer reviews, medication monitoring, and program review; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This class is found only in the Health and Human Services Agency (HHS), Mental Health Services. Incumbents report either to a Chief, Mental Health Program or a Chief, Child and Adolescent Services, and are responsible for establishing and evaluating policies and procedures for the quality management and improvement activities throughout the County mental health system. The Quality Assurance Program Manager develops and maintains current quality management and improvement plans used by the San Diego County Psychiatric Hospital, mental health contract agencies, the fee-for-service-network, and regional county-operated clinics and programs.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Analyzes existing quality improvement activities throughout County Mental Health Services and in developing the Quality Management Plan and Annual Quality Improvement Work Plan.
2. Monitors compliance with Medi-Cal and other standards and requirements.
3. Develops implementation processes for components of the Quality Management Plan.
4. Updates policies and procedures to comply with changes in the plan and with federal and state legislation and regulations.
5. Conducts program site reviews on an annual basis; conducts on-site reviews with contract providers on a bi-annual basis for Medi-Cal re-certification purposes, to ensure County guidelines are being followed.
6. Assists the Chief, Mental Health Program and Administrative Support, or the Chief, Child and Adolescent Services by coordinating reviews conducted by the California Department of Mental Health and other authorized entities, and assists mental health staff to prepare for review sessions.
7. Assists Chief, Mental Health Program and Administrative Support or the Chief, Child and Adolescent Services with developing and coordinating corrective action plans to address any findings from reviews.
8. Reviews and analyzes findings of internal program reviews and external audits to identify problem areas.
9. Identifies new components or activities required in the Quality Improvement Work Plan.
10. Reviews and analyzes data to identify trends and issues across the County mental health system and makes recommendations.
11. Maintains and compiles statistical records and profiles of quality improvement activities.
12. Develops and presents quality management training related to changes in regulations and requirements to enhance skills of mental health program staff involved in quality improvement activities.
13. Serves as a member of the Adult or Children's Administrative Team, the Pharmacy and Therapeutics Committee or other committees, task forces, or groups, as necessary.

14. Provides consultation to both County and contracted programs on quality management and improvement matters.
15. Supervises, reviews, and evaluates the work of employees including Nurses and Licensed Mental Health Clinicians.
16. Monitors and reviews the work of staff assigned to perform quality improvement duties to ensure compliance with State and Federal regulations.
17. Oversees system-wide quality improvement monitoring processes including, but not limited to, medical records review, site reviews, peer reviews, medication monitoring, serious incident reporting, and utilization review.
18. Oversees the Quality Review Council, Regional Quality Committees, and the Mental Health Administrative Services Organization's inpatient and outpatient process.
19. Convenes the Quality Improvement Work Group to exchange information and resolve problems.
20. Updates plans as needed to comply with new regulations or interpretations.
21. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- State, federal, and local regulations, which affect quality management or assurance activities.
- Standards and criteria used to measure, assess, and control the quality of care provided by health care agencies.
- Clinical/nursing processes including written care plans and principles of documentation.
- Hospital and community resources in San Diego County.
- Review standards and practices used to assess activities and medical services provided by health care agencies.
- Principles and practices of supervision.
- Training principles and practices.
- Organizational structures of mental health care services.
- Basic statistics.
- The General Management System in principle and in practice.
- County customer service objectives and strategies.

Skills and Abilities to:

- Analyze and integrate quality management activities.
- Analyze and identify solutions to potential risks in quality management system.
- Communicate effectively, both orally and in writing.
- Write clear and concise reports and plans.
- Analyze, organize, and interpret data.
- Supervise, train, and evaluate work performed by employees.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is possession of a current license by the State of California as a Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT), Psychologist, Psychiatrist, or Registered Nurse, AND, three (3) years of professional experience in a mental health program providing counseling and crisis intervention for a particular group or program. Previous experience must have included at least one (1) year of experience performing administrative level duties AND one (1) year of experience performing quality improvement duties for a mental health program.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous: sitting. Frequent: use of dominant hand, repetitive use of hands, simple grasping with hands and fine manipulation with hands. Occasional: walking, standing, bending of neck and waist, kneeling, twisting of neck and waist, pushing and pulling with hands, reaching above and below shoulder level and lifting files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

Licenses

A current license by the State of California as a Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT), Psychologist, Psychiatrist, or Registered Nurse is required at the time of application and must be maintained throughout employment in this class.

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

All applicants using a Psychiatrist, Psychologist or LCSW license to qualify for this position are required to have a National Provider Identification Number (NPI) at the time of employment, or proof of application must be provided within sixty (60) days of beginning employment. Incumbents are required to maintain the NPI throughout employment in this class.

Working Conditions

Work primarily takes place in an office environment. Incumbents are exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: April 1, 1988
Revised: January 25, 2002
Reviewed: Spring 2003
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